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Veröffentlichungsversion / Published Version
Zeitschriftenartikel / journal article

Empfohlene Zitierung / Suggested Citation:

Andrade, C. B., Bueno, B. I., Gardino, A. L. M., & Freitas, B. F. A. T. (2015). Moral harassment at work and its complexity: reviewing the scientific productions. *Revista de Pesquisa: Cuidado é Fundamental Online*, 7(3), 2761-2773. <https://doi.org/10.9789/2175-5361.2015.v7i3.2761-2773>

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Federal University of Rio de Janeiro State

Journal of Research Fundamental Care Online

ISSN 2175-5361
DOI: 10.9789/2175-5361

REVIEW INTEGRATIVE OF THE LITERATURE

Assédio moral no trabalho e sua complexidade: revisando as produções científicas

Moral harassment at work and its complexity: reviewing the scientific productions

Acoso moral en el trabajo y su complejidad: revisión de las producciones científicas

Cristiane Batista Andrade ¹, Barbara Indaia Bueno ², Ana Laura Mistura Gardino ³, Balbina Francisca Almeida Tenório Freitas ⁴

ABSTRACT

Objective: To analyze the productions of literature on bullying in the past five years in Brazil. **Method:** integrative review articles in the national database Lilacs and Virtual Health Library were selected twelve articles in the areas of business, law, nursing, physiotherapy and psychology. **Results:** The bullying is complex, poorly researched; there is an absence of a Brazilian law and predominance of studies from psychology. Research has shown that the damage to workers' health aspects ranging from psychic, emotional and physical to social and economic. **Conclusion:** Workplace bullying can be present in any situation, one problem that must also be investigated by multidisciplinary teams. The health care worker should know the concept, characteristics and consequences of workplace violence, providing expert assistance, based on labor rights and health. **Descriptors:** Work, Occupational diseases, Health worker.

RESUMO

Objetivo: Analisar as produções bibliográficas sobre o assédio moral nos últimos cinco anos no Brasil. **Método:** Estudo de revisão integrativa em artigos nacionais na base de dados do LILACS e Biblioteca Virtual em Saúde. Foram selecionados doze artigos nas áreas de administração, direito, enfermagem, fisioterapia e psicologia. **Resultados:** O assédio moral é complexo, pouco investigado, há ausência de uma legislação brasileira e predominância de estudos oriundos da psicologia. A pesquisa mostrou que os prejuízos para a saúde do trabalhador vão desde os aspectos psíquicos, afetivos e físicos até sociais e econômicos. **Conclusão:** O assédio moral no trabalho pode estar presente em qualquer situação, sendo um problema que deve ser também investigado por equipes multidisciplinares. O profissional de saúde do trabalhador deverá conhecer o conceito, as características e as consequências dessa violência no trabalho, prestando assistência especializada, pautada nos direitos trabalhistas e de saúde. **Descritores:** Trabalho, Doenças profissionais, Saúde do trabalhador.

RESUMEN

Objetivo: Analizar las producciones de la literatura sobre la intimidación en los últimos cinco años en Brasil. **Método:** artículos de revisión de integración en las bases de datos nacionales y de lilas Biblioteca Virtual en Salud se seleccionaron doce artículos en las áreas de negocios, derecho, enfermería, fisioterapia y psicología. **Resultados:** El acoso escolar es compleja, poco investigado, hay una ausencia de una ley brasileña y el predominio de los estudios de psicología. La investigación ha demostrado que el daño a los aspectos de salud de los trabajadores que van desde psíquico, emocional y físico al desarrollo social y económico. **Conclusión:** El acoso laboral puede estar presente en cualquier situación, un problema que también debe ser investigado por los equipos multidisciplinarios. El personal de salud debe conocer el concepto, características y consecuencias de la violencia en el trabajo, la asistencia de expertos, con base en los derechos laborales y de salud. **Descriptor:** trabajo, enfermedades profesionales, los trabajadores de la Salud.

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INTRODUCTION

The changes that have meaning in the work area came to the capital crisis in the 1970s. The restructuring process has brought the process of outsourcing, casualization of labor relations and social ties, advancing technology, increasing unemployment and the demand for schooling. Thus, workers' health is put in debate and in some instances - unions, workers, researchers - try to unravel and explain the facets and implications of the work life and daily life of workers.¹

Among the causes that affect the health of the worker is bullying. This has long existed since the time of colonization of Brazil, in which the work was hard, forced, symbol of obedience and slavery. Work was, and still is, a source of survival, struggle and suffering, and competition. Disputes over professional space and fear of losing the job causes the worker is forced to adapt to the new rules, the dynamics of the changing market demands and management.¹

Bullying has been studied by Heinz Leyman since 1980. Thirteen years later, discusses the English term mobbing, translated by psychoterror workplace in Brazil. At the global level, the proposed preventions began to occur in U.S. companies. Initially, the visibility was facing sexual harassment, being considered by U.S. law crime that never prescribes. In 1996, has begun to research by the International Labor Organization (ILO) on workplace violence, which showed an outcome scary, considering this a worldwide problem. During this same period, 15 countries that made up the European community conducted a survey with 15.8 million respondents. The results consisted of homicide, rape, robbery, assaults, kidnappings, sexual harassment, and 12 million people experiencing bullying.²

From the conceptual point of view, bullying is any improper conduct, including verbal or nonverbal communication, attitudes, with its repetition, affect the dignity and physical or psychological integrity of a person, threatening their work degrading. Your goal is to exclude the victim's work environment so hostile, disguised, arrogant, audacious, interpellating it with prejudices and creating difficulties in interpersonal relationships.³

This violence can last from six months to three years, repeatedly. So the victim should be attentive to notice these facts, because if the harassment is not perceived or diagnosed early, it can pass in society and at work, and once installed, it becomes difficult to be controlled and prevented.²

Over time, the consequences can become visible and apparent, both with regard to psychological health as physical changes in the person's depression, stress, fatigue, insomnia, decreased ability to concentrate, social withdrawal, personality change, weight gain, digestive disorders, high blood pressure and tremors.³

With respect to the legal aspects, only France has a law that prohibits bullying (Social Modernization Act), dated from 2002, which provides for imprisonment of up to one

year or a fine of 15,000 euros. Brazil is one of the countries that do not have a federal law that punishes the actor this violence. There are proposed laws in municipalities and states, but that does not mean that the victim will be protected. Although the French reality, there is a law that regulates the prohibition of bullying, this is very inaccurate and puts in doubt the analysis and legal decisions, showing the complexity of visualizing the suffering of workers and the punishment of offenders.

Even if it exists and creates laws, there is still a need for awareness of bullying as a policy involving organizations. It is appropriate the attention to the phenomenon on behalf of an entire society; it is the main factor to prevent such violence. The concern of European and North American countries with bullying, is mainly due to the increase in number of cases, the effects on worker health and also for work organization: the high rate of absenteeism, turnover and absenteeism, which somehow affect the production.⁶

Calls attention to gender differences and bullying the research in the Spanish population, it was found that being a woman is an additional risk to suffer bullying. In this case, it was found that women were more controlled and / or monitored, ignored in their opinions and were more hostile responses than men. Similarly in France, the 22 judgments analyzed on bullying, 15 concerned women.⁴

Thus, this study aims to analyze the publications and productions about bullying between 2005 and 2010, through an integrative review and seek understanding about bullying, with analysis and survey of published scientific works have to know : areas of professional scholars who researched, main results, advances and setbacks in research for future considerations.

METHOD

In the first instance, the issue of workplace violence was the centrality of this study. However violence at work is classified in a systematic and comprehensive as the use of physical force against another person or group, which may generate harm physical, sexual or psychological. Psychological violence, as expressed by the intentional use of power with the threat of physical force another person or group, may thus result in harm to the physical, mental, spiritual, moral or social development, and this is presented in four subtypes: verbal aggression, bullying, sexual harassment and racial discrimination.⁷

Thus, due to the analysis of this complex and subjective concept, we chose to study and address bullying. Since this is seldom investigated and diagnosed, stresses the importance of research on this phenomenon, often hidden and practiced with evil acts and little known.

This study is from an integrative review of the literature, the research method used to incorporate evidence in health and nursing. This is a study so judicious and concise about a topic, which includes a systematic analysis of important and relevant research, critical

assessment and synthesis of this evidence, including selection criteria justified the explicit inclusion and exclusion.⁸

Thus, the question guiding this research is: "what scientific production in Brazil, about bullying in the last five years"? After the delimitation of the research question, we used the database used in the Virtual Health Library, Latin American and Caribbean Health Sciences (LILACS), from July to September 2011. The descriptors and keywords used for the search were: bullying, bullying at work, bullying and health. With the descriptor "bullying", met 52 studies, with the descriptor "workplace bullying", 38 and, with the descriptor "Bullying and health," 19 were found. Based on these results, it was decided to select only articles and full texts. By analyzing these articles, we selected 12 that were within the requirements for inclusion, having materially our guiding question. Inclusion criteria were: original articles, quantitative and / or qualitative, empirical and theoretical articles published in Portuguese, 2005-2010. Exclusion criteria were incomplete productions, monographs, theses, articles that were not translated into Portuguese and published articles prior to 2005.

For data analysis, we chose to divide the analysis in areas of knowledge: business, law, nursing, physiotherapy and psychology. Assuming that bullying is a complex, multidisciplinary and involves many fields of knowledge sought to integrate and show the contributions of each. So this division was made according to the formation of the first author and / or their inclusion in the research groups in the areas reported above.

RESULTS AND DISCUSSION

The sample contains 12 articles. According to the areas of knowledge, has a management is one of the right, two of Nursing, one of seven Physiotherapy Psychology (Table 1).

Table 1:
Article Title and authors.

Title	Researchers:
1- Bullying: the dignity violated.	(Heloani, 2005)
2 - "Mobbing" (psychological harassment) at work: a psychosocial multidimensional syndrome.	(Guimarães & Rimoli, 2006)
3 - Conceptual aspects of bullying: an exploratory study.	(Pedroso et al., 2006)
4 - Bullying at work in the health sector in Rio de Janeiro: some features.	(Xavier et al., 2008)
5 - Bullying at work of nursing.	(Thoferhrn et al., 2008)
6 - Bullying in organizations: perversion and suffering.	(Caniato & Lima, 2008)

7- Bullying and mental health worker.	(Freire, 2008)
8 - Bullying at work: individual, organizational and social implications.	(Elgenneni & Vercesi, 2009)
9 - Bullying: an invisible war in working context.	(Jaboby, Falcke, Lahm & Zanini, 2009)
10 - Bullying in labor relations in Nursing: possible looks from the complexity.	(Costa, Hammerschimit & Erdmann, 2010)
11 - From the excellence to garbage: humiliation, bullying and suffering of workers in shoe factories.	(Borsoi, Rigotto & Maciel, 2009)
12 - Bullying and organizational retaliation: theoretical-methodological interfaces.	(Mendonça, Torres & Zanini, 2008)

Note. Campinas, 2012. Own elaboration.

It is noted that from the twelve items were selected seven studies corresponding to bibliographic and / or theoretical, four are qualitative, with interviews and with just a quantitative analysis on a program of prevention of workplace violence in the health sector.

The articles included research directed to understanding the context and the complexity involved in bullying. Each item and its respective authors reveal concepts and perspectives that contribute to new research. Thus, there are the contributions of each relevant area of research and no article left contribute to the study became possible. Therefore, it was decided to direct the analysis, according to the areas, namely: business and law, nursing, physiotherapy and psychology (Table 2).

Table 2. Summary of selected articles.

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| <ol style="list-style-type: none">1. Through a literature review, the authors point out that bullying should be considered a phenomenon arising from disciplinary proceedings due to globalization and modern forms of management. According to the new technologies deployed in the world of work and the search for a competitive profile, ethics and solidarity are compromised.2. Describe the various names given to the phenomenon, its definitions and characteristics, to a theoretical-conceptual delimitation. There was a deepening of the similarity of the etiological and psychological concepts of mobbing. In principle, one can say that the similarity is only morphological concepts.3. Search review the concepts of bullying made by different authors and the representation of respondents (victims and human resource managers). Using exploratory procedures, interviews and literature review. The results show that different professional organizations confirm they have been morally harassed.4. Analyzes the characteristics of the phenomenon of bullying at work in the health sector of Rio de Janeiro. Program data were analyzed "violence at work in the health sector". The professional group had higher proportion of victims of bullying was the Nursing Assistant (22.7%). Colleagues, supervisors or administrators composed the most important group of aggressors (48.7%).5. Promotes theoretical reflection on bullying at work of nursing, as well as boost the value dimension of worker's subjectivity. The main forms of bullying identified in nursing are: humiliations in public and behind closed doors, with threats; depreciation of professional image; rumors and malicious rumors; absurd charges on the part of managers; delegation of tasks that cannot be performed, among others. |
|---|

6. Bibliographical research with the goal of providing reflections for the debate of bullying, covering the subjectivity and the work in the contemporary context. Approach to work in conceptual terms, considering the context and the historicity, characterization of capitalist production modes and, later, a presentation of bullying, according to the approach of Mary-France Hirigoyen and Christophe Dejours. He has been trying to demonstrate approaches and distances under these two perspectives on the phenomenon of bullying at work.
 7. Through bibliographical revision, the author shows that bullying is a phenomenon of psychological violence against the worker, evidenced from the productive restructuring and toyotism. The consequences are complex: interference in family and professional life; illness of the worker; social security spending; loss of friendships; divorce and decreased income.
 8. Analyzes the behavioral implications of bullying for the individual, the Organization and for the society, from the point of view of a worker, victim of bullying (single case study-life story). As a result, it was confirmed the theory, which defines the implications of bullying at work in individual, organizational and social consequences.
 9. The authors, the subject is arousing great interest, mainly of organizations and unions, receiving more and more complaints from its employees in relation to managers, due to an increase in the number of cases. Qualitative researches which examined the career of two subjects, detailing the episode of harassment who consider have suffered. In the analysis of the data, we used the Method of Multiple case studies, looking for similarities and differences between the cases studied. The results revealed that the experience as a victim of bullying brought serious consequences to the life of the participants, both physical and emotional.
- Bibliographical study on bullying in labor relations in nursing, in the light of the analysis of Complexity of Edgar Morin. The considerations reflected bring up the importance of vocational training of the nurse in the curriculum components of the Administration and management of conflict situations and in the prevention of bullying.
- Discusses the experience of humiliation and sufferings of footwear industry workers. The discussion is based on reports of 3 workers of 2 large shoe factories installed in Ceará. In the case of these workers, the competence and dedication to work, with ideal of excellence required, led to greater exposure to risks to bullying.
- Study of bibliographical nature that carries out theoretical and methodological analysis between moral harassment and retaliation at work. These themes are closely linked to the discussions on human rights and justice in the workplace, to the planning of research on intervention measures to promote social justice and higher levels of quality of life of the worker.

Note. Campinas, 2012. Own elaboration.

Contributions of the Administration and Right

The only article in the administration area selected for the study investigates the reasons that lead a person to harass another. No relations with envy, jealousy, fear of being "attacked" or lose position at work, hidden situations and for no apparent reason. The stalker also has some characteristics that must be considered, as their life history, use of alcohol or drugs, assessment of health and mental health, so that they can identify the risk factors.⁹

Already victims are usually people well effective questioning what is considered right or not within the company, have many qualities and are extremely efficient in their work. Production in the right area also showed that there is difficulty in understanding the organization, managers, human resources and labor unions on the concept of bullying. This facilitates the act within companies, without warning and target the life and health of the

worker. In this sense, the role of human resource management is to ensure the visibility of the concept of harassment, hear the victim, breaking the silence, investigate, and analyze the obvious physical and psychological consequences. Added to this the demands of production, increasingly expressed in business organizations, making workers feel responsible and charged for their qualifications, making increasing competition due to fear of losing their space. One can imagine that, when at work, the main focus is on sales of products and higher sales, higher recovery.⁹

The production area of the right depicts that new forms of management and organization of companies with systems Taylorist and Fordist toyotist, aimed at mass productivity, perfection and quality of products without inventory, with labor rapid and unceasing, can bring many possibilities for the development of bullying. Regarding labor rights, shows that these are not excluded for any reason, and absolute right and must not be degraded or ignored. With the lack of outreach to these particularities, compromised the work environment, which makes it quite conducive for development since so hostile act and, consequently, the illness of workers.¹⁰

The situations of bullying must be treated so that the organization of work is hinged to a healthy environment, in which "charges" and the requirements of production do not endanger the health of workers. As consequences to the health of workers, there might be changes in psychopathology, psychosomatic and behavioral. The former can trigger anxiety, insomnia, nervousness, fatigue, crying spells and depression - if not diagnosed or treated quickly can lead the victim to suicide. Psychosomatic problems have consequences caps, especially for a person with problems of hypertension and bronchial asthma. Behavioral changes are also destructive, but quietly, because people's tendencies to alcoholism and / or drug use can trigger addiction, thus making it possible for social withdrawal.¹⁰

There were found European and Brazilian research related to depression and self-destructive thoughts. The absence from work and the sense of injustice and apathy can have devastating effects, such as alcoholism and drug addiction. The invisibility of moral harassment is linked to problems with penalties and lack of evidence of causation that is not always documented.¹⁰

Contributions of Nursing

The text produced in nursing considers bullying like that from work due to heavy workloads. To analyze it, using the concepts of prescribed work and real in perspective dejourian. The advancement of this research is to realize that the denial of superiors about the events that occur in the workplace is routine, which allows us to infer that the subjectivity of the worker is not interpreted and considered, leading to the implications on the feelings, thoughts and modes of organize your life at work and outside.

As control measures and verification of the episodes, there is a need to write down in detail everything that involves humiliation and embarrassment, with date, time, place and witnesses. The victim should keep away from the stalker, avoiding being alone with him and seek help ASAP union. The longer living with the humiliation, the greater the health risks to the victim and more degraded the environment. The Notice of Injury (CAT) shall

immediately be issued with a history of aggression for the notification and proof of causation.²

The other article in the nursing field, the light of a study of Edgar Morin, analyzes the complexity of human beings and everything that involves your actions, because while this is good, can be bad. It is important that the worker be understood in a holistic and deep, so that when you interpret it, does not make use of inconsistent implications involved, because the interpretation is made more correct.¹²

In this sense, these findings are supported by research, that bullying can be experienced and masked by organizational policies aimed at increasing productivity, reducing costs and discipline workers. This is a type of harassment organizational management strategy itself, which is a practical hostile, subtle or explicit against a person or particular group. When the company acts to mask the hostility complicates the process of labor relations and visibility of the problem.

People, when they allow and become complicit in these actions tend to flee, internalize their emotions and suffering in and work. Suffering is not recognized, the attacks are trivialized, dehumanizing labor relations: "the passivity of colleagues about the situation in which the person is involved isolation plays an important role in the development of disease processes. The lack of solidarity translates various attitudes of people, such as surrender, assign, deny the truth; deny some support, or simply refuse to testify."^{5:260}

Contributions of Physiotherapy

Production in physical therapy, the authors showed that the episodes of bullying are increasingly growing, but hidden. This fact makes difficult its understanding and characterization, so that there is the creation of control measures, both for the phenomenon, as any act of violence or action arising from there. In research among health professionals, was featured more often the presence of bullying in nursing aides. Doctors and nurses also suffer this evil, but is a minority and are usually in a position of leadership. Many of these workers fail to report to managers conflicts occurring due to fear, fear or insecurity, maintaining the conviction that by verbalizing the problem, this will not be resolved.⁷

Contributions of Psychology

In a study in shoe factories in Ceará, the work is considered tolerable, inhuman and humiliating. The worker is required to undergo a rapid adaptation and excellent for a production with forced labor, as a result ensuring the quality and quantity, so those, over time, the physical effects become visible. In this context, the humiliation comes by superiors and even by colleagues; indifference occurs by the organization, with frequent bullying situations. In these companies, income, production and quality are principles, and the hiring of people with low education is common. These workers have beliefs that work is the source of life and survival, ie mobilize to keep the organization despite their poor working conditions. There are, in humiliation and aggression, reasons for abandonment of

employment, much less have a clear vision of who suffer bullying, as this, for him, is unknown.¹³

Therefore, bullying is occurring intentionally, without limitation, for the purpose of belittling the victim of a disciplinary way, leaving her confused and psychically without actions. The aggressor is seen by the organization as a contributor of profit and productivity, so that their attitudes of arrogance and domination go unnoticed, creating and making this scenario a location hidden. This invisibility demonstrates how the organization is wanting to health worker, making the economic profit decreases recursively.²

The more the company is unaware of this situation or refuses to know her, the more the employee feels dissatisfied in the exercise of his post. It is understood that bullying and retaliation (revenge) organizational occur in similar ways due to the fact that, in both situations, the employee understand some event occurred in the workplace as unjust person and their condition. This by itself starts a vengeance, reaching any of the organization, coworkers, superiors or the company itself. If retaliation becomes perverse aiming at a target, occurring repeatedly, can generate a cycle of bullying.¹⁴

Due to the emotional breakdown that bullying can cause, the physical affections can be: gastric pain, ulcers, bulimia, palpitations, tachycardia, heart attacks and influences the immune system, leaving the body weak, debilitated and prone to infections. The phenomenon is investigated extensively studied by the field of psychology, as its manifestation which occurs in an uncontrolled manner, constant over a long period causes a primary damage to the psychic body. When viewing psychic damage, consequently devastating disorder also occur to the body so often systemic pathologies occur as often due to mental illness.¹⁵

There are several ways to practice this violence: ascending, descending vertical, horizontal or mixed. In ascending, the subordinate can act against his superior. The joint occurs when the upper harasses and colleagues also; horizontally colleague harasses his own colleague, and, upon descending vertically, the top acts against the subordinate and this kind with more negative consequences as well.¹⁵

The bullying, starting from the top to the subordinate, is devastating. The harassed feels coerced, and lack of expertise, does not know who to turn to, since the person who produces the harassment would be your solution. The victim ends up suffering all situations of humiliation, neglect and suffering.

One study¹⁶ to make a comparison between the concepts and psychological etiological mobbing (bullying), a term used in the United States, he realized that there is a similarity between humans and animals only in morphology. Animals also have perverse reactions to each other for their own survival and usually aggression is collectively a predator. In this case, when comparing animal and human, to disregard the mediation of labor as social action and all the implications of the organization and working conditions on workers' health.

With respect to gender and work, women are, in general, more harassed and also to investigate and seek more aid for the case. Although men also suffer these humiliations, they most often do not seek help for fear, shame and fear of exposing their experiences and their illnesses. When bullying is directed at women, cruel behaviors are related to

defamation and slander, ridicule in public reports and rumors about diseases and privacy of the victim. As for men, it is common to direct them to new assignments without ceasing, increasing the possibility of errors, insignificant tasks and verbal threats or insulting silences.^{2,6}

Linking education and bullying, this not only affects people with low educational level, but also those considered intellectually competent and efficient. Even a person aware of your rights can be harassed, no matter the company where you work, because often this is part of the organization.¹⁶

To understand this fact, the victims are people available to change and self-critical, empathic, ethical and capable leadership. They possess qualities that make the aggressor feel desire for revenge, fear of losing his position and feelings of inferiority in front of colleagues and the company itself. The abuser acts covertly, with the aim of destabilizing the victim, has the ability to tarnish the image of others, leading him to discredit his qualities, acts with excesses, trying to make the other wants to own resignation. The more forceful actions of the aggressor are: refusal, omission of information, cutting relationships, denial of information, reduction of qualifications, isolation, persuasion and / or inducement to error and may, in the extreme, then for sexual harassment.¹⁷

In any workspace, the professional identification with their act provides affect and hope, though contradictory:

The world's factory is the universe of social relations. It's space of speeches and promises, enticements and conflicts, and the demands of competition. It is a relationship that involves feelings of identification and membership very strong, supported by lecture collaborationist. As if bewitched, most workers see companies like the mother who welcomed them, with status internalized parent, hospitable and warm; they do everything for the welfare of mothers' symbolic that inhabits the center of your imagination. Personal life and dreams confounded with the life of the organization, and the tenuous border that separates them.^{2:72}

Thus, it is not the organization to act with workers reciprocally? For work is the source of life of a human being, but it should be a scenario in which subjectivity was seen holistically. This argument is central because, in the Aristotelian sense, is that the working man transforms nature, imposing new forms to the world, these artificial forms, creating a world for themselves humanized. The man observes its value as a laborer, doing their savoir-faire a space of creativity and health. When this aspect is degraded and despised, the illness becomes this often fatal.¹⁷

The same approach from the influences of workplace violence, which most authors noted in the study with bank employees, observes how they suffer harassment, with cruel consequences for life. Affects silently, degrading acts and also their family and society. The company maintains a worker when sick, also lost, so that their profits and decrease losses begin to emerge.¹⁸

When performing integrative review with the theme of bullying, catches attention a larger amount of library research - in this case, seven - to the detriment of research with people who have experienced bullying and managers perspective on this topic. We started from the hypothesis that bibliographic studies appeared to provide the conceptualization of

bullying, indicating the need to give visibility to the suffering at work. On the other hand, it appears that researchers have difficulty to treat and analyze in situ the verbalization of the victims and due to access restrictions in the workplace.

It is believed that the nurse as a member of a multidisciplinary team in their daily life in organizations can contribute to prevention programs, dialogue with managers and emphasize ethics in the workplace, whatever. Being bullying one work-related illness, the nurse should contribute to the quality of life and the visibility of the problems related to harassment moral.¹⁹ In the study by nurses, we found a significant increase in interest of researchers on the topic in recent years: "However, not enough individual measures. Health institutions can and should engage in the creation of prevention, containment and response to this type of violence. "The perspective is the development of ethical and humane care in the workplace.

CONCLUSION

The data presented show relevant situations, proposing improvements in the panorama of the area for future work come in researchers to the field of occupational health. It is noted that all of these articles surveyed contributed significantly to the understanding and knowledge of the proposed objective research. We conclude that the phenomenon bullying is a field of invisibility of violence at work, but that has devastating consequences on the lives of workers: do not choose the specific company or an organization, profession or level of knowledge.

With respect to the area of knowledge that more researches and explores the theme, the result of this research, we obtained the psychology. Studies, as well as showing the effects and contradictions in the lives of victims inside and outside work, stress the need to be treated in the management of companies and programs for quality of life and health.

This problem should also be further researched by other professionals, because bullying is a study that involves multidisciplinary teams. The legislation is poorly exposed and difficult to interpret studies. The greater interest in the development of research with this subject, the greater the recognition of a coherent, more visibility and prioritization of health worker, with decent working conditions.

Nursing should already have as a field of research bullying. Whether the care or management of a health service, this professional, like many others, should be aware of the concept, characteristics and consequences of bullying. May, thus, start a specialized care in a holistic and human way, preventing diseases and ensuring the right to work with dignity.

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Received on: 23/10/2012
Required for review: No
Approved on: 01/04/2013
Published on: 01/07/2015

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